



MUEO

MOI UNIVERSITY

**OFFICE OF THE DEPUTY VICE CHANCELLOR, ACADEMIC
AFFAIRS, RESEARCH & EXTENSION**

**UNIVERSITY EXAMINATIONS
2014/2015 ACADEMIC YEAR**

FORTH YEAR END OF SEMESTER EXAMINATIONS

**FOR THE DEGREE OF
BACHELOR OF BUSINESS MANAGEMENT**

EXAM CODE:- BBM 480

**COURSE TITLE:- QUALITY MANAGEMENT SYSTEMS IN
 AVIATION**

DATE:- 21ST APRIL, 2015

TIME:- 2.00P.M. – 5.00P.M.

INSTRUCTION TO CANDIDATES

➤ SEE INSIDE.

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BBM 480: QUALITY MANAGEMENT SYSTEMS IN AVIATION (EASA Campus)

INSTRUCTIONS:

ANSWER QUESTION ONE AND ANY OTHER THREE QUESTIONS

Question One

- a) Define quality management. (5marks)
- b) As a newly appointed Quality manager for an Airline that has in the past experienced negative about its service quality, explain how you would reverse this through effective partnering within a supply chain relationships. (20 marks)

Question two

The Leadership paradigm for Quality Management is somewhat different from the myth of the hero-manager. Discuss this statement. (15 marks)

Question three

Explain the basic steps for providing a good foundation for the implementation of Quality Management System (15 marks)

Question four

In a quality management operations planning for product realization, distinguish with illustrations, the difference between a customer related approach and a research and development approach. (15 marks)

Question five

Discuss the quality management principles on which the quality management system standards of the ISO 9000 series are based. (15 marks)

Question six

Explain the critical elements of an effective quality performance measurement framework